

Job Description  
*Missouri State Highway Patrol*

Class Title: Computer Information Technologist Trainee

Title Code: V08000

Effective Date: 06/26/98

Date Reviewed:

Date Revised: 12/27/04

**Immediate Supervisor:** Programmer/Analyst Manager or Technical Support Manager

**Position Supervised:** None

**FLSA Classification:** Non-exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

DEFINITION

This is trainee-level work in computer systems analysis, design, programming and/or administration in a mainframe, midrange, or microcomputer environment.

An employee in this class receives formal and/or on-the-job training in analysis, design, programming, administration and configuration of computer hardware and/or software in a mainframe, midrange, and/or microcomputer environment. Work may be in areas of applications, internet, technical, database, and network support. Work is performed under detailed direction and close supervision.

(Any one position may not involve all of the specified duties or knowledge, skills, and abilities, nor are the listed examples exhaustive.)

EXAMPLES OF WORK

Receives formal and/or on-the-job training.

Under detailed direction, designs, develops, maintains, documents and tests computer programs of limited complexity.

Under detailed direction, assists in identifying problem sources (hardware, software, or operator error) and resolving basic problems.

Under detailed direction, develops simple query programs to generate reports.

Participates in the review of new software applications prior to full implementation to determine ease of use and detect potential problems.

Receives training in the use of database dictionaries, software reference libraries, and other related components of programming or analysis.

Under detailed direction, uses data security software packages to allow access to resources and functions as authorized.

Under detailed direction, updates standards, policies, procedures, guidelines and technical manuals.

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Participates in meetings, training seminars and user groups.

Participates in installing, maintaining, defining, organizing, controlling, and protecting hardware and software products.

Receives training in the use of Computer Aided System Engineering (CASE) development tool set.

Receives training in the use of utility programs.

Under detailed direction, develops Job Control Language (JCL) of limited complexity.

Performs other related work as assigned.

### EXAMPLES OF KNOWLEDGE, SKILLS, AND ABILITIES

Some knowledge of general office practices and procedures.

Some knowledge of the general operating principles and capabilities of data processing hardware and software.

Some knowledge of basic mathematical principles and ability to apply them.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to solve problems.

Ability to establish and maintain effective working relationships.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to learn and apply computer programming and systems analysis, design, testing, and documentation concepts.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

### EXPERIENCE AND TRAINING QUALIFICATIONS

(The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

Graduation from an accredited four-year college or university.

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Successful completion of an Associate of Arts program (or at least sixty (60) semester hours) with at least fifteen (15) semester hours in computer science, computer information systems, or closely related data processing coursework at an accredited college or university. (Experience in computer systems analysis and design, programming, and/or configuration of computer hardware and/or software in a mainframe, midrange, and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the required education.)

OR

One year as an Information Support Coordinator or Telecommunications Technician I in an agency under the Missouri Uniform Classification and Pay system.

OR

Three years of experience in the operation of midrange and/or mainframe computer and computer peripheral equipment.

OR

Four years of advanced clerical (III Level or comparable) or technical experience in an agency under the Missouri Uniform Classification and Pay system in program areas which afford knowledge of the agency's data processing functions.